

# Functions

piaX for proALPHA 3.0 – Service Basic Features and Modules

## Service-Orders

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- Provide data of the service-order with its items
- Addresses and contact information for the service order
- Scheduled activities, material and costs
- Texts for the service order
- Information linked to the serial number of an order item
- Features, text and item information linked to a serial number
- Service object information

## Data entry of service items

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- Hour/Time Reporting for scheduled activities
- Check time entries for overlapping activities
- Check with company and resource calendar
- Check for mandatory information
- Record material usage
- Record unscheduled material usage
- Record the serial numbers of used material  
Record product file item for material based on serial numbers
- Confirmation of cost items
- Add unscheduled cost items
- Error types and causes
- Display of measure values to serial number (order item)
- Record of new measure values
- Record an internal and external report text to an order item
- Implementation of report templates
- Record information for follow-up activities
- Produce and print/export a **service report** of the recorded confirmation data

## Material Requests

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- Record material requests for the personal storage
- Selection of material out of the complete part file

## piaX Module – Document Management System

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- Offline display of documents to service objects, service order and serial number
- Support and display of document types and keywords
- Assign documents (signed report, checklists, photos etc.) to a specific service order or serial number
- Automatic preselection of keywords
- Observance of permissions, data categories and file size according to the proALPHA configuration
- Select documents according to document type, time and size

## proALPHA Module – Monitoring Completion Notices

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- Display and review all service report data recorded in piaX directly in proALPHA
- Possibility to correct the data
- Take-over and process the data
- Mark data points or full report as „error“, so service technician can correct incorrect items

## Additional Benefits

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- Search and select easily all available items
- User-friendly operation
- Possibility to work offline
- Outlook Integration